



Community Services Department

810 Datura Street
West Palm Beach, FL 33401

(561) 355-4700

Fax: (561) 242-7336

www.pbcbgov.com/communityservices



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April 17, 2019

Jim Sugarman, Board of Directors Chair
Area Agency on Aging Palm Beach/Treasure Coast Inc.
4400 North Congress Avenue
West Palm Beach, FL 33407

Dear Mr. Sugarman,

Thank you for meeting with Palm Beach County on April 5, 2019. We appreciate your transparency and attention to our concerns about payment delays. As a follow up to our meeting, we would like to obtain clarity on several of the issues discussed. Please note these issues are related to our position as both grantee and grantor. Please also be advised that we will be reaching out to the Department of Elder Affairs (DOEA) directly to understand their continuity of operations plan in the event these issues cannot be satisfactorily resolved.

1. **Ongoing Payment Delays.** For several years, the County has struggled to receive timely payment from the Area Agency on Aging (AAA). Our contracts with AAA state the County will receive payment within 45 days. However, more often than not, payment is remitted between 90-120 days after requests are submitted, sometimes even longer. Until this point, we have not been successful in resolving this issue and our concerns, as mentioned, have been met with silence by AAA. We do acknowledge that the County has received several payments over the past week and AAA is mostly up to date (with the exception of a few old finals). However, we are concerned with AAA's ability to compensate the County timely going forward. Please advise how this issue will be resolved permanently and if you can meet a 45-day turnaround time for payment. We have included a current account statement with this letter.
2. **DOEA Monitoring Report.** The findings in the DOEA monitoring report were of concern, especially as it relates to the County's ability to be paid timely. Please forward to us the AAA's response to this report upon its completion.
3. **Changes in Key Personnel.** As both grantee and grantor, the recent resignation of both the CEO and CFO are of concern. Please forward a copy of AAA's succession plan in order for us to be assured continuity of AAA operations.
4. **Financially Assisted Agency (FAA) Funding.** We would like more details as to the need for FAA funding. We currently fund \$272,875 annually as a "match" for AAA OAA and CCE funding. However, the County already provides a 10% *required* match through the County's Division of Senior Services (DOSS), which is noted on our monthly reimbursement requests to AAA. We also provide additional County overmatch funds through these programs (OAA and CCE). **In total, the County provides \$2.7M in required and overmatch annually** for these two programs. Our understanding is that other Service Provider recipients are required to match as well. Please also let us know how these dollars are allocated. We are also requesting a copy of your grant agreement with the Department of Elder Affairs, as well as a list of the match contributions of the other service providers. Also please note that in addition to our \$2.7M match and the \$272,875 FAA match funding, we also provide \$225,093 FAA funding to Mae Volen for that agency's match.

Outstanding Invoices for GY16, GY17, GY18, GY19 as of 3/28/19
Palm Beach County Division of Senior Services

Thru March 2019

Program	GY 16 HCE Final	Oct-17-GY17	Final	Sep-18	Oct-18	Nov-18	Dec-18	OAA Final	Jan-19	Feb-19	Mar-19	Total
ADI									\$ 148,325.94	\$ 84,286.45	\$ 107,304.70	\$ 339,917.09
CCE									\$ 142,721.26	\$ 153,332.20	\$ 153,734.36	\$ 449,787.82
HCE	\$ 874.60	\$ 106.00	\$ -	\$ -								\$ 980.60
NSIP				\$ -						\$ 16,683.84	\$ 14,603.04	\$ 31,286.88
OAA							\$ 288,664.81	\$ 192,584.59	\$ 147,923.72	\$ 230,510.99	\$ 219,275.01	\$ 1,078,959.12
PTFC												\$ -
RELIEF				\$ -	\$ -						\$ 5,760.00	\$ 5,760.00
EHEAP												\$ -
TOTAL	\$ 874.60	\$ 106.00	\$ -	\$ -	\$ -	\$ -	\$ 288,664.81	\$ 192,584.59	\$ 438,970.92	\$ 484,813.48	\$ 500,677.11	\$ 1,906,691.51

1,906,691.51

Outstanding Items Prior Years
Last Update- 4-17-19